

# Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG Part 1) at the University Mozarteum Salzburg

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## Part 1: European standards and guidelines for internal quality assurance within higher education institutions

### ***1.1 Policy and procedures for quality assurance:***

*Institutions should have a policy and associated procedures for the assurance of the quality and standards of their programmes and awards. They should also commit themselves explicitly to the development of a culture which recognizes the importance of quality, and quality assurance, in their work. To achieve this, institutions should develop and implement a strategy for the continuous enhancement of quality. The strategy, policy and procedures should have a formal status and be publicly available. They should also include a role for students and other stakeholders.*

University Mozarteum Salzburg:

- quality objectives developed and published online
- university guidelines developed and published online
- university development plan with focus on QM developed and published online
- university performance agreement with focus on QM developed and published online

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### ***1.2 Approval, monitoring and periodic review of programmes and awards:***

*Institutions should have formal mechanisms for the approval, periodic review and monitoring of their programmes and awards.*

University Mozarteum Salzburg:

- teaching assessment / evaluation of teaching practice
- alumni surveys
- curricular committees
- external audits



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### ***1.3 Assessment of students:***

*Students should be assessed using published criteria, regulations and procedures which are applied consistently.*

University Mozarteum Salzburg:

- partly public assessment (e.g. graduation concerts)
- published (www) QM-handbooks for teaching and learning
- (former)ISO-certified entrance examination process

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### ***1.4 Quality assurance of teaching staff:***

*Institutions should have ways of satisfying themselves that staff involved with the teaching of students are qualified and competent to do so. They should be available to those undertaking external reviews, and commented upon in reports.*

University Mozarteum Salzburg:

- elaborated appointment process
- evaluation of teachers before they get a permanent contract

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### ***1.5 Learning resources and student support:***

*Institutions should ensure that the resources available for the support of student learning are adequate and appropriate for each programme offered.*

University Mozarteum Salzburg:

- permanent and close connection to the student union and their needs
- it-supported room-management (practice rooms)
- online campus management system also for the students (lectures, examination marks, etc.)
- IT-rooms for the students, WLAN



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### ***1.6 Information systems:***

*Institutions should ensure that they collect, analyse and use relevant information for the effective management of their programmes of study and other activities.*

University Mozarteum Salzburg:

- campus management system „MOZonline“ with statistical data
- indicators for the yearly knowledge balance
- evaluation of teaching practice

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### ***1.7 Public information:***

*Institutions should regularly publish up to date, impartial and objective information, both quantitative and qualitative, about the programmes and awards they are offering.*

University Mozarteum Salzburg:

- yearly knowledge balance (online)
- yearly almanac (online and print)
- university newsletter (14-day interval)
- highlight-folders (print)
- monthly magazine “UNIART” (print)



Thank You for your attention!